

Claims

What is claimed is:

1. A method of routing a text message to a second destination associated with a called party where a first destination is unavailable comprising the steps of:
 - receiving a call to a first destination associated with a called party initiated by a calling party, wherein the first destination is unavailable;
 - based on the unavailability of the first destination, requesting a voice message from the calling party;
 - receiving the voice message provided by the calling party;
 - converting the voice message into a text message; and
 - forwarding the text message to the second destination associated with the called party.
2. The method of Claim 1, wherein the second destination comprises a communication device capable of receiving text messages.
3. The method of Claim 2, wherein the communication device comprises a paging device, a mobile telephone, an electronic mail device, a facsimile machine, a modem, or a computer.

4. The method of Claim 1, further comprising the step of receiving additional information from the calling party.

5. The method of Claim 4, wherein the additional information comprises routing information of the second destination associated with the called party.

6. The method of Claim 4, wherein the additional information comprises an identification of the calling party.

7. The method of Claim 1, wherein the requesting step is performed in response to a Busy/No Answer trigger.

8. The method of Claim 1, further comprising the step of receiving routing information of the second destination from the called party.

9. The method of Claim 1, further comprising the step of disconnecting the calling party after receiving the voice message provided by the calling party.

10. The method of Claim 1, wherein the second destination comprises one of a plurality of alternate destinations provided by the called party.

11. The method of Claim 10, further comprising the step of receiving a personal identification number, wherein the personal identification number determines which one of the plurality of alternate destinations comprises the second destination.

12. A system for routing a text message to a second destination associated with a called party where a first destination is unavailable comprising:

a first switch for receiving a call to a first destination associated with a called party initiated by a calling party, wherein the first destination is unavailable;

a network element, coupled to the first switch, for requesting a voice message from the calling party based on the unavailability of the first destination and receiving the voice message provided by the calling party;
and

a voice recognition means, coupled to the network element, for converting the voice message to a text message;

a second switch, coupled to the network element, wherein the network element forwards the text message to a second destination associated with the called party via the second switch.

13. The system of Claim 12, wherein the network element comprises a service node.

14. The system of Claim 12, wherein the second destination comprises a communication device capable of receiving text messages.

15. The system of Claim 13, wherein the communication device comprises a paging device, a mobile telephone, an electronic mail device, a facsimile machine, a modem, or a computer.

16. The system of Claim 12, wherein the network element further performs the function of receiving additional information from the calling party.

17. The system of Claim 16, wherein the additional information comprises an identification of the calling party.

18. The system of Claim 16, wherein the additional information comprises routing information of the second destination associated with the called party.

19. The system of Claim 12, further comprising a memory coupled to the network element, wherein the network element receives routing information of the second destination from the called party and stores the routing information in the memory.

20. The method of Claim 12, wherein the network element further performs the function of disconnecting the calling party after receiving the voice message provided by the calling party.

21. The system of Claim 12, wherein the second destination comprises one of a plurality of alternate destinations provided by the called party.